

# LMPD Priority 1 - Pickup to Dispatch - 90 Seconds Emergency Services

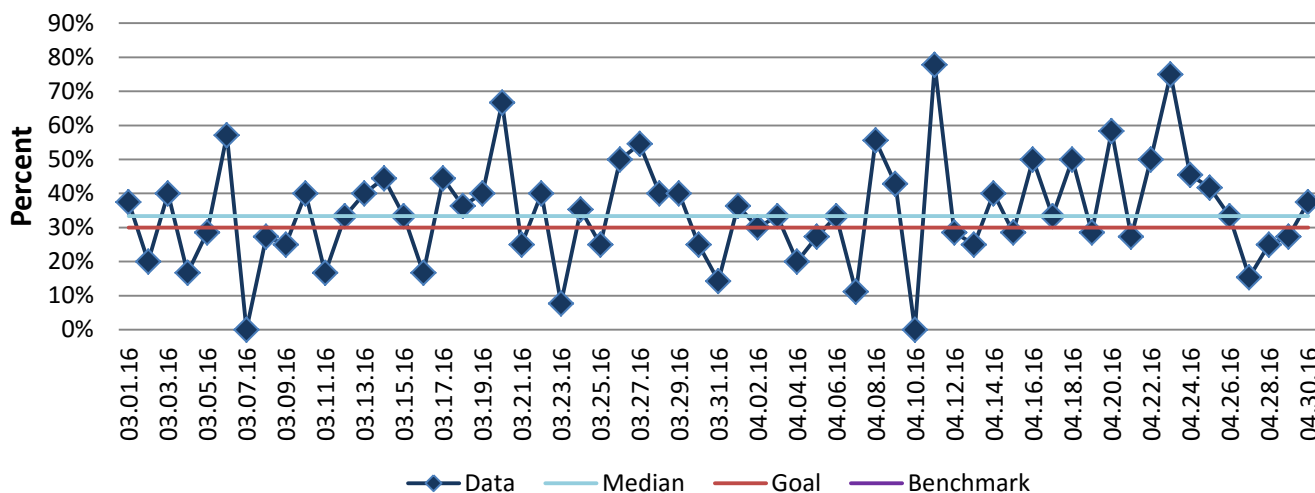


KPI Owner: Angela Downes

Process: 911 Communications - Medium Gap

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: Mar-Apr '15 - 35% not within 90 sec Goal: No more than 30% of Priority 1 calls exceed 90 seconds in processing time  Benchmark: None		Data Source: CAD  Goal Source: Dept Management Team  Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The percent of Priority 1 calls for service that were not dispatched from 911 dispatch to an LMPD unit in 90 seconds  Why Measure: To help ensure the most efficient and correct response  Next Improvement Step: Implement unified protocol; set up meetings with MetroSafe supervisors/managers to discuss performance metrics		
How Are We Doing?					
03.31.16-04.30.16 1 Month Goal	03.31.16-04.30.16 1 Month Average		04.30.16 Goal	04.30.16 Actual	
30%	36%		30%	38%	
Percent	Percent		Percent	Percent	

## LMPD Priority 1 - Pickup to Dispatch - 90 Seconds



## 04.01.16-04.30.16 Pareto Analysis

